

# Departmental Order Request

## Fact Sheet

### **What is a Departmental Order Request?**

Individuals typically make this request for personal review, to challenge the information on their record, to satisfy a requirement for adopting a child in the United States or internationally, or to satisfy a requirement to live, work, or travel in a foreign country (i.e., police certificate, letter of good conduct, Criminal History Summary check, etc.).

The U.S. Department of Justice Order 556-73 establishes rules and regulations for the subject of a Criminal History Summary to obtain a copy of his or her own record for review. The FBI's Criminal Justice Information Services (CJIS) Division processes these requests.

### **What does the criminal history cover?**

The Departmental Order Request criminal history will be a comprehensive criminal history done by the FBI and including any nationwide criminal history information from any state. This differs from the Tennessee Open Records Information Services (TORIS) in that TORIS only provides information specific to Tennessee criminal history.

### **How to request a Departmental Order Request?**

Individuals wanting a Departmental Order Request need to mail prints directly to the FBI and must call 1-855-226-2937 for customer support. The cost of this service is \$45.